

UNITED STATES DISTRICT COURT  
DISTRICT OF COLUMBIA  
PROBATION OFFICE

GENNINE A. HAGAR  
CHIEF UNITED STATES PROBATION OFFICER



E. BARRETT PRETTYMAN U.S. COURTHOUSE  
333 CONSTITUTION AVENUE, N.W., SUITE 2700  
WASHINGTON, D.C. 20001-2866  
TELEPHONE (202) 565-1300

## JOB OPPORTUNITY

**Announcement Number:** 12-DC-01

**Position Title:** Receptionist/Intake Clerk

**Position Type:** Full-time, temporary, excepted service appointment, not to exceed one year from date of appointment. Position may be converted to a full-time, permanent, excepted service appointment, budget permitting.

**Salary Range:** CL 22: \$27,248 to \$44,315  
Depending Upon Qualifications and Experience

**Position Location:** Washington, D.C.

**Duty Hours:** Monday through Friday, 8:30am -5:00pm

**Who Can Apply:** Open to All Qualified Sources

**Open Date:** April 16, 2012

**Closing Date:** April 20, 2012

**How to Apply:** To be considered for this position, applicants **must** submit an AO-78, Federal Judicial Branch Application for Employment, which can be found on our website <http://www.dcp.uscourts.gov> or downloaded from <http://www.uscourts.gov>.

Failure to submit a complete and signed AO-78 will result in immediate disqualification. Incomplete and/or unsigned applications will not be considered, returned or retained. Only one application per candidate will be accepted for this announcement.

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Applications may be mailed or hand delivered to:

United States Probation Office  
Attn: Human Resources (12-DC-01)  
333 Constitution Avenue, NW, Suite 2214  
Washington, DC 20001

or emailed to: [jobs@dcp.uscourts.gov](mailto:jobs@dcp.uscourts.gov)

**Due to the anticipated volume of applications, only applicants selected for a skills test and interview will be notified.**

**Agency Contact Person:** Marion L. Boulden  
Administrative Assistant to the Chief  
United States Probation Officer/HR Specialist  
(202) 565-1355

## **DUTIES AND RESPONSIBILITIES:**

- Perform receptionist duties by greeting individuals in person and on the telephone, answering routine questions, and directing visitors/callers appropriately.
- Maintain the front office operations and intake desk.
- Instruct offenders/defendants reporting for supervision or investigation on procedures for completing appropriate forms, etc.
- Enter supervision case and statistical data into the Probation and Pretrial Services Automated Case Management Tracking System (PACTS) database and ensure accuracy of data.
- Take client images and upload into PACTS database.
- Maintain calendar of court hearings.
- Maintain confidentiality of offender records.
- Ensure timely and accurate preparation of routine forms and records.
- Scan, verify and upload documents into PACTS database electronic case file.
- Receive and route all incoming materials to appropriate individuals in the office. Receive and route outgoing mail to appropriate persons or offices and process mail requiring special handling.
- Report matters regarding front office's physical needs (such as heating, cooling, lighting, and cleaning).

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## **JOB REQUIREMENTS:**

- Ability to follow detailed instructions and multitask. Skill in organizing own work.
- Ability to apply the court's policies, procedures, practices, and guidelines related to office administration. Ability to learn court operations and legal terminology. Ability to learn office and organizational roles, responsibilities, and procedures.
- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.
- Skill in spelling, grammar and proofreading. Ability to communicate effectively (orally and in writing) to individuals and groups to provide information. Ability to interact effectively and appropriately with the public, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to interact tactfully with a wide variety of people.
- Knowledge of software and keyboarding for word processing, data entry, email, computers, and report generation. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in keyboarding, typing, and data entry. Skill in using a multi-line telephone efficiently and in a timely manner.
- The incumbent shall seek and participate in training for professional and personal growth and obtain a minimum of 40 hours per year relevant training per standards adopted by the Judicial Conference.

**QUALIFICATIONS:** Applicants must be a high school graduate or equivalent, and possess two years of progressively responsible clerical, secretarial, administrative, office, or customer service experience, which indicates an understanding of the knowledge and skills needed to perform the duties of this position. Applicant must also possess excellent oral and written communication skills. Successful candidates must be proficient in the following areas: the use of Windows-based software programs such as Microsoft Word and Lotus Notes.

**Preferred Experience:** Experience working in a judicial or law enforcement environment.

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**EMPLOYEE BENEFITS:** Full-time, temporary employees with an appointment not to exceed one year or less are covered by leave (receive annual leave, based on years of creditable service, and sick leave) and Social Security, but no other retirement system. These employees are not eligible for health/life insurance, participation in the Thrift Savings Plan or the judiciary's supplemental benefits.

Full-time, permanent employees are eligible for a full range of benefits to include retirement, health and life insurance, dental/vision supplements, flexible benefits, long-term care insurance, long-term disability insurance, 13-26 days of annual leave per annum, based on years of service, as well as 13 days sick leave per annum, an onsite physical fitness facility, public transportation vouchers (Smart Benefits), and budget permitting, an employee recognition program.

**CONDITIONS OF EMPLOYMENT:** A successful preliminary background check is required for employment in this position. The Probation Office will complete an investigation of criminal records, motor vehicle records, credit reports, and employment checks.

Applicant must be able to obtain certification to access criminal justice information systems.

Selection will be made consistent with the provisions of the Equal Opportunity Plan adopted by the United States District Court for the District of Columbia.

Each recipient of Federal wage, salary, or retirement payments shall designate one or more financial institution or other authorized payment agents and provide the payment certifying or authorizing agency information necessary for the recipient to receive electronic funds transfer payments through each institution so designated, pursuant to the Federal Financial Management Act of 1994 [Title V, Section 402, section 333.2].

United States Citizenship is required for consideration for this position.